



[Date]

[Name]

[Address]

[City, State, Zip Code]

Dear [NAME]:

THIS LETTER IS AVAILABLE IN ACCESSIBLE FORMATS. TO REQUEST ANOTHER FORMAT, OR ADDITIONAL INFORMATION, PLEASE CONTACT MICHAEL BAISEY BY EMAIL (MBASEY@SERVICECOORDINATIONINC.ORG), PHONE (1-301-663-8044) OR POSTAL MAIL (5303 SPECTRUM DRIVE, SUITE I, FREDERICK, MARYLAND 21703).

I am writing to let you know of recent unauthorized access to computer systems that contained certain of your personal information, and to inform you of actions you may take to protect yourself against any risks of fraud or other misuse of your personal information.

As you may know, Service Coordination Inc. (SCI) provides case management services. In connection with those services, the Maryland Developmental Disabilities Administration (DDA) shares with SCI certain personally identifiable information and personal health information in electronic form. Between October 20 and October 30, 2013, SCI's computer systems were hacked, and an individual gained unauthorized access to those electronic files. Those improperly accessed files included your name, social security number, medical assistance number, Medicaid and Medicaid Waiver status and reason, DDA direct service provider, demographic and other information related to SCI's case management services.

SCI discovered the unauthorized access on October 30, 2013. SCI then promptly engaged a cybersecurity forensics consultant, took steps to remedy the breach and prevent further unauthorized access, and alerted DDA, the FBI and the U.S Department of Justice. During the course of the ensuing criminal investigation, the Department of Justice required that this notice to you be delayed so as not to impede their criminal investigation. That delay was only recently lifted after law enforcement identified the alleged hacker, conducted a search of the alleged hacker's home, and seized certain of the alleged hacker's equipment and accounts.

Although at this time we are unaware of any misuse or further release of your information by the hacker or others, to help protect you from the possibility of identity theft and/or fraud as a result of this incident, SCI has engaged LifeLock, Inc. (www.lifelock.com), an identity theft protection firm, to provide you with a full year of identity theft protection services at SCI's expense, as long as you enroll by April 30, 2014. For information about how to sign up for LifeLock, please read the document attached to this letter. We encourage you to read the attached document carefully because it provides other important information intended to help you protect yourself from any potential misuse of your personal information.

SCI regrets that this incident occurred and is taking swift action to avoid a recurrence. On behalf of our entire management team, and DDA, I sincerely apologize for any inconvenience this incident may cause you, and thank you for your understanding and cooperation as we continue our investigation.

Sincerely,

John Dumas
Executive Director